

## TRICARE PRIME REMOTE PROGRAM

SECTION	SUBJECT
---------	---------

---

- |   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | <b>GENERAL</b> <ul style="list-style-type: none"><li>1.0. Introduction</li><li>2.0. Eligibility</li><li>3.0. TRICARE Prime Remote Program Units</li><li>4.0. Benefits</li><li>5.0. Service Point Of Contact (SPOC)</li><li>6.0. Appeal Process</li><li>7.0. Active Duty Family Members (ADFMS) And Others</li><li>8.0. TRICARE Prime Remote Program In Alaska</li><li>9.0. TRICARE Prime Remote Program Differences</li></ul>                                                           |
| 2 | <b>HEALTH CARE PROVIDERS AND REVIEW REQUIREMENTS</b> <ul style="list-style-type: none"><li>1.0. Network Development</li><li>2.0. Designated Providers (Formerly USTFS)</li><li>3.0. Veteran's Affairs</li><li>4.0. Department Of Health And Human Services (Indian Health Service, Public Health Service, Etc.)</li><li>5.0. Review Requirements</li><li>6.0. Additional Instructions</li><li>7.0. Active Duty Service Member Medical Records</li><li>8.0. Provider Education</li></ul> |
| 3 | <b>MARKETING, ENROLLMENT, AND SUPPORT SERVICES</b> <ul style="list-style-type: none"><li>1.0. Marketing</li><li>2.0. Enrollment</li><li>3.0. PCM Assignment</li><li>4.0. Education</li><li>6.0. Support Services</li></ul>                                                                                                                                                                                                                                                              |
| 4 | <b>CONTRACTOR RESPONSIBILITIES AND REIMBURSEMENT</b> <ul style="list-style-type: none"><li>1.0. Contractor Receipt And Control Of Claims</li><li>2.0. Claims Processing</li><li>3.0. Claim Reimbursement</li><li>4.0. Third Party Liability (TPL)</li><li>5.0. End Of Processing</li><li>6.0. HCSR Voucher Submittal</li><li>7.0. Payment To The Contractor</li><li>8.0. Audits And Inspection Of The Contractor's Records</li><li>9.0. Standards</li></ul>                             |

---

SECTION	SUBJECT
---------	---------

---

- |   |                                                                                                                                                                                                                                                           |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 5 | <b>REPORTS AND CONTRACTOR REIMBURSEMENT</b> <ul style="list-style-type: none"><li>1.0. Dollars Paid Reports</li><li>2.0. Workload And Timeliness Reports</li><li>3.0. TRICARE Prime Remote Claims Listing</li><li>4.0. Contractor Reimbursement</li></ul> |
|---|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**ADDENDUM A - FIGURES**  
Figure 20-A-1 - Sample Of TRICARE Prime Remote (TPR) Card

**ADDENDUM B - POINTS OF CONTACTS**

**ADDENDUM C - ACTIVE DUTY CARE GUIDELINES**  
Figure 20-C-1 - Active Duty Primary Care Guidelines  
Figure 20-C-2 - Active Duty Specialty/Inpatient Care Guidelines

**ADDENDUM D - DENTAL COVERAGE FOR ACTIVE DUTY SERVICE MEMBERS (ADSMS) ENROLLED IN THE TRICARE PRIME REMOTE PROGRAM**

**ADDENDUM E - SERVICE POINT OF CONTACT (SPOC) REVIEW FOR FITNESS FOR DUTY: PROTOCOLS AND PROCEDURES**

**ADDENDUM F - GOVERNMENT REQUIRED MARKETING AND EDUCATIONAL MATERIALS**